

Mystery Shopping



« *Measuring compliance to your procedures* »

The quality of a service and the adherence by employees to set procedures greatly impact a business. In order to obtain a quick, reliable and unbiased review, a business will benefit from the use of efficient and cost-effective mystery shopping program.

We provide a tailored service to collect information on business service quality and evaluate compliance to standard operating procedures. Our mystery shoppers will perform specific actions such as purchasing a product, asking questions, or behaving in a certain way according to a pre-approved scenario in order to provide staff performance evaluation, review of internal process and procedures, or gather specific information about products and services in an objective and timely manner.

Our methodology:

1



Designing a mystery shopping program

Based on defined objectives, targets and timeline, our consultants will set up the methodology.

2



Testing the program with a pilot project

Before launching the program, we will test the scenario, questionnaires and report templates. The program may be adapted based on the results of the pilot project.

3



Implementation

Our mystery shoppers will carry out their assignments based on the final methodology and plan.

4



Reporting

Our consultants will submit a comprehensive report with analysis, detailed accounts, supporting evidence, and recommendations for remediation in a timely manner.

5



Monitoring

To determine if the recommendations have been implemented, our mystery shoppers may conduct additional mystery shopping assignments

6



Review of procedures

Our consultants may review or draft the procedures to improve or modify them to achieve the desired results.